From: Flock Safety Support
To: Tee Jane Teh
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: RESPONSE: Download Images as ZIP still not working
Date: Monday, June 17, 2024 4:14:12 PM
Attachments: image005.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

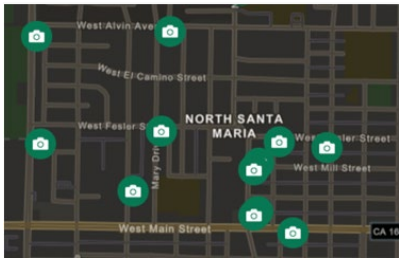
Thank you for the detail. Let me ask our engineers for some insight.

I will let you know as soon as I hear back.

-Rhianna

---------- Original Message ----------
From: Tee Jane Teh [tteh@cityofsantamaria.org]
Sent: 6/17/2024, 3:42 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RESPONSE: Download Images as ZIP still not working

I utilized a Flock search with the cameras (see map below) for the date and time range of 6/11/24 from 1605 hours to 1630 hours with the filter of truck and Make of Chevrolet. The CSV file reflected the actual number of results I got i.e. 122 total however when I attempted to download all the images, I was only able to get 29 files (see early attachments).



Thank you,

Jane Teh

Crime Analyst

1111 W. Betteravia Rd

Santa Maria CA 93458

(805) 928-3781 x 1197

Smart City Safe City

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From: Flock Safety Support <support@flocksafety.com>
Sent: Monday, June 17, 2024 3:11 PM
To: Tee Jane Teh <tteh@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Download Images as ZIP still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you. What were the specifics of this related Search? What did you Search for, and how many images should have downloaded?

-Rhianna

---------- Original Message ----------
From: Tee Jane Teh [tteh@cityofsantamaria.org]
Sent: 6/17/2024, 8:31 AM
To: support@flocksafety.com; sbest@cityofsantamaria.org
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Download Images as ZIP still not working

These were the results I obtained during my search the other day.

Thank you,

Jane Teh

Crime Analyst

1111 W. Betteravia Rd

Santa Maria CA 93458

(805) 928-3781 x 1197

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, June 14, 2024 5:00 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Download Images as ZIP still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Can you please attach both the CSV and the Zip file here?

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 6/14/2024, 4:48 PM
To: sbest@cityofsantamaria.org
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Download Images as ZIP still not working

Hi there,
I am sorry to hear this is still an issue. Let me connect with Chris so that we can work to get this readdressed for you as soon as possible.

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/14/2024, 4:40 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the “Download Images as Zip” was not working properly. Not getting the majority of the images presented in the search results.

I was working with Chris Howell on the problem.

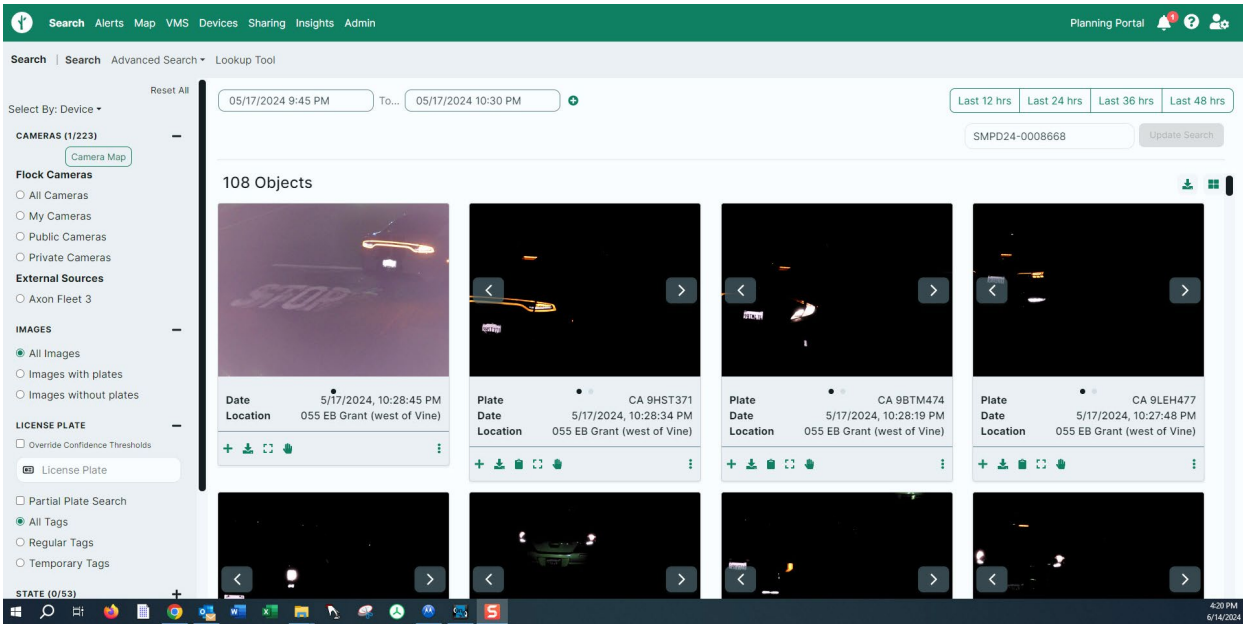
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.

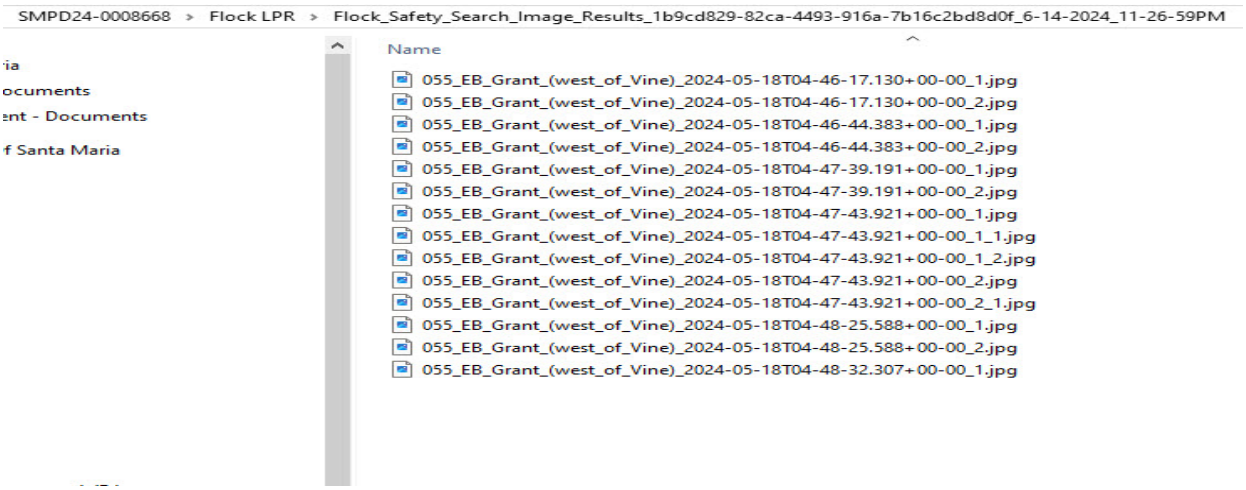
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera “055 EB Grant” for 5/17 2145-2230 Hrs. and got 108 objects.

I downloaded the “Metadata as CSV” and it appears to have 108 entries (Good!) but my “Download Images as a ZIP” resulted in 14 images (epic fail).

I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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